

**Amendment #1
Invitation for Bids (IFB) No. 3160003159
Language Line Services**

Amendment to the IFB is as follows:

1. Please see attached Questions and Answers.

Please acknowledge receipt of Amendment #1 by returning it, along with your bid package, by November 1, 2019, at 9:00 AM. This acknowledgement should be enclosed in your bid package. **Failure to submit this acknowledgement may result in rejection of the bid package.**

Name of Company

Authorized Official's Typed Name/Title

Signature of Authorized Official
(No stamped signature)

Date

Should an amendment to the IFB be issued, it will be posted on the MDHS website (www.mdhs.ms.gov) in a manner that all bidders will be able to view. Further, bidders must acknowledge receipt of any amendment to the solicitation by signing and returning the amendment with the bid package, by identifying the amendment number and date in the space provided for this purpose on this form, or by letter. The acknowledgment must be received by MDHS by the time and at the place specified for receipt of bids. It is the bidder's sole responsibility to monitor the website for amendments to the IFB.

QUESTIONS AND ANSWERS

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

ANSWER: Bidders are required to be registered to do business in the State of Mississippi. It is preferred that companies be located within the United States.

2. Whether we need to come over there for meetings?

ANSWER: Possibly, yes.

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

ANSWER: It is preferred that these services be performed in the United States.

4. Can we submit the proposals via email?

ANSWER: Mail or Hand-Delivery only.

5. Is it permitted to bid only on one or two of the services, for example over the phone interpreting and document translation, instead of bidding on all three services?

ANSWER: No.

5. I am wondering if the forwarded RFQ is for the entire state of MS, or if you have a breakdown of smaller service zones?

ANSWER: The services required of this IFB is for the entire state of Mississippi.

6. Telephone interpretation: Can you please provide historical data on the number of minutes per month/per language?

ANSWER: Refer to answer in question #24.

7. Document translation: Can you please provide anticipated annual volume (number of words) per language?

ANSWER: 92,000/Spanish.

8. Onsite interpretation: Can you please provide historical data on the number of appointments per language/per month and the locations of those appointments?

ANSWER: Spanish interpretation service has been telephonic only.

9. It says in the IFB that we should respond via snail mail. However later in the IFB it states that we can register for MAGIC and respond via that platform. Can you clarify this for us?

ANSWER: Section 1.1 requires Bidders to submit bids via mail or hand-delivery. Section 1.6 advises that Bidders should register as a supplier in MAGIC. Such registration in MAGIC allows the opportunity to respond to solicitations electronically, however, Agencies have the discretion to utilize that response method. For IFB 3160003159, Bidders are required to submit bids via mail or hand-delivery pursuant to Section 1.1.

10. Do we have to bid on all services outlined in the IFB?

ANSWER: Yes.

11. For VRI and onsite interpreting, is sign language interpreting included or just spoken language?

ANSWER: Sign language interpreting is included.

12. Please provide the language mix required for this IFB.

ANSWER: The top 10 languages spoken by LEP persons in Mississippi are Spanish, Vietnamese, Chinese, Arabic, French (including Patois and Cajun), Tagalog, Hindi, Korean, German, and Russian.

14. What is your anticipated/historical monthly volume?

ANSWER: (Average 175-250 interviews a month) Interviews total from October 2018 to October 2019 = 2,700 (Customer service calls are not included.)

15. What is the anticipated contract value?

ANSWER: MDHS cannot provide this information at this time.

16. Please explain what written translation services would be required to be performed in-person.

ANSWER: None required in-person.

17. The Attachment B Bid Form includes just one field for written translation pricing. Can we provide written translation pricing per language in a separate sheet and include any additional fees such as minimums, formatting, etc.?

ANSWER: Bidders may provide additional documentation for pricing per language; however, such pricing should be structured on a "Per-Word" basis (to include formatting, minimums, etc.) as identified within the chart in IFB Attachment B.

18. Is it permissible to use contractor linguists for translation work on an as-needed basis?

ANSWER: Yes.

19. This IFB is for three different services: 1) Telephonic Interpretation, 2) On-Site and Off-Site Language Interpretation, and 3) Written Document Translation. Is it acceptable to bid on just one or two of the three services?

ANSWER: MDHS is seeking a single vendor to provide all services outlined in the IFB.

20. Do you anticipate making a single award for each service or having multiple awards per service?

ANSWER: MDHS anticipates awarding a single bidder with whom MDHS will contract for all services outlined in the IFB. Please see Sec. 2.1.

21. Who is (are) your current supplier(s) for each service?

ANSWER: Strictly in-house (MDHS personnel).

22. What are your current rates for each service?

ANSWER: N/A

23. What percentage of the language mix for each service is Spanish?

ANSWER: Estimated at over 90%.

24. What is the anticipated volume for each service (average monthly minutes for telephonic interpretation, average number of monthly appointments for on-site and off-site language interpretation, and average number of words per month for written document translation)?

**ANSWER: (Average monthly minutes for telephonic interpretation/Spanish):
Interviews: 25-45 minutes per interview (average 175-250 interviews a month)**

25. Attachment B asks for the per unit pricing for the 3 different services. In our industry, procuring Spanish is much less expensive than procuring all other languages. As a result, other RFP's and IFB's often allow us to offer one price for Spanish services and then a separate price for non-Spanish services. Would that be acceptable for this RFP?

ANSWER: Bidders may provide additional documentation for pricing per language; however, such pricing should be structured on a "Per-Word" basis as identified within the chart in IFB Attachment B.

26. Is it required that we bid on each of the 3 services requested? Or would it be okay if we bid on just 2 of the 3 services?

ANSWER: MDHS is seeking a single vendor to provide all services outlined in the IFB.

27. Can you provide estimated language breakdown by service line?

ANSWER: This information is unavailable.

28. Can you provide estimated service line breakdown?

ANSWER: This information is unavailable.

29. Can you provide estimated spend?

ANSWER: MDHS cannot provide this information at this time.

30. Can you provide estimated volume?

ANSWER: See answers to #8, #14, and #24.

31. What are your pain points with your current vendors?

ANSWER: None at this time.

32. What is your current average handle time for calls that require an interpreter?

ANSWER: 25-45 minutes.

33. In our response to Attachment B, are we able to provide our own additional attachment for pricing?

ANSWER: Bidders may provide additional documentation for pricing per language; however, such pricing should be structured on a "Per-Word" basis as identified within the chart in IFB Attachment B.

34. Is it acceptable for a bidder to only bid on Written Document Translation?

ANSWER: MDHS is seeking a single vendor to provide all services outlined in the IFB.